



## CASE STUDY: GMAC CF reduces document retrieval time by 94%

### Challenges

- Replace unreliable existing imaging and filing solution
- Cost effective conversion of documents
- Minimal involvement of GMAC CF IT staff

### Why Zarion

- Complete understanding of finance industry
- Proven solution
- Extensive experience with Global 360 Execute360

### Results

- Document retrieval time slashed by 94%
- Annual cost of document handling cut by 33%
- Integration with key supply-chain partner systems

### Enabling technology

- TouchPoint2
- Execute360

### Background

GMAC CF is a leading provider of asset-based financing to businesses. Its main services, factoring and invoice discounting, enable companies to free up the value of their unpaid sales ledger, providing vital additional working capital.

Factoring and invoice discounting is a highly document-intensive business. Thousands of invoices are received and processed. In GMAC CF's case, this amounted to over 7,500 invoices daily. In addition, detailed files must be kept on all clients and debtors, while frequent recourse to legal proceedings gives rise to still more documents. GMAC CF also handles over 125,000 checks per month.

### Challenges

In a business of this kind, quick and flexible access to documents is vital. If comprehensive information on debtors were not readily accessible, it would be impossible for the company to optimize the management of its credit exposure. With the ability to access information impaired, such companies could potentially unknowingly become vulnerable to excessively concentrated risks.

GMAC CF's initial requirement was the replacement of the existing imaging and filing solution, which was becoming unreliable.

Replacing the system was done in the face of several challenges. Work had to be completed within four months. Also, documents that were held in a proprietary format on the legacy system had to be converted as efficiently and cost effectively as possible. The company also wanted to minimize the involvement of their own IT staff whilst ensuring the new system fitted the specific ways in which GMAC CF manage and control data.

## Solution

The initial implementation of Zarion's TouchPoint2 for GMAC CF dealt with the storage and retrieval of documents associated with the Credit and Legal operations.

Soon after the original implementation, GMAC CF in the UK switched from microfilming incoming checks to capturing them as electronic images. The main driver behind this change was to eliminate the increasing costs of running and maintaining the microfilm equipment. TouchPoint2 was quickly extended to capture these images, with the indexing information being automatically picked up from the magnetic encoding on the foot of each check.

Three years later saw further business change in GMAC CF with the US operation changing its lock-box arrangements for handling checks and Remittance Advices. The lock-box supplier was able to provide images of the documents. GMAC CF needed to extend the system to handle these images.

TouchPoint2 was upgraded to provide browser-based access to these key documents. The integration facilities of TouchPoint2 were configured to allow users to invoke the retrieval of images directly from GMAC CF's mainframe system.

## Benefits

Using Zarion's TouchPoint2 solution, GMAC now has a single view of all images regardless of which employee or office needs to view documents.

Documents are now captured in a variety of locations at their point of entry to GMAC CF's business processes. They are then validated and made available to all who need access to them. The net result is a significant improvement in the company's business processes and turn around times

As each new GMAC CF decision has been implemented, Zarion has been able to extend the TouchPoint2 implementation to provide new integration and automation.

GMAC has slashed a third per annum off the cost of capturing, storing and retrieving information, including a reduction in the ongoing cost of maintaining the new system. The company has also eliminated microfilm costs. Additional ongoing savings have also been secured through dramatically reduced retrieval times, more efficient operational processes and reduced customer turnover.

**“The initial solution enabled us to reduce the time to retrieve documents by a staggering 94 percent, or from an average of five minutes to less than 20 seconds. Rolling out the electronic solution to the US also afforded us reductions in time and expense.”**

Martin Charman, General Motors Acceptance Corporation Commercial Finance  
Head of Information Systems.